



2026 Pre-Departure Briefing – All Staff Travel

Presented by Carah Hutchinson, Senior Insurance Adviser – Enterprise Risk

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Pre-Departure Session Covers:

- University Travel Risks
- Insurance Cover for travellers
- What to do if something happens & support available

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Acknowledgement



ECU respects the Noongar people, the traditional custodians of the land on which our campuses are built and pay respects to Elders past and present. Respect is extended to any Aboriginal and Torres Strait Islander peoples present for this session.



Before you travel

Travel must be approved

- FCM (Pre-Trip Approval for any travel not booked through FCM). Ensure any changes or updates to include Personal Travel are included.
- University extends cover up to 7 days private travel (include private travel on approval form) - PT can be taken before or after – or a combo
- Staff – cover can extend to include accompanying Spouse/Partner/Dependent Child(ren)
- Complete a Risk Assessment (recommended for International, Research, Rural or Remote travel activities); Communications plan; Review “6 Steps to Travel” on [FBSC intranet page](#)

Check travel requirements

- YOUR responsibility to comply with any govt/border entry or airline requirements - including Visas, Vaccination/s; travelling with prescription medications

Copy all relevant documents

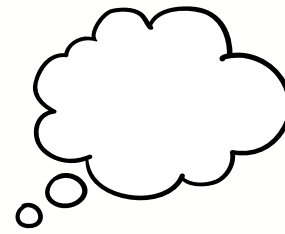
- Passport, E-Ticket, Visa (password protect electronic copies) – convert passport photo to B&W, print off copy of E-Ticket/Visa
- Passport protection – zip lock bag or protective case (wet/damaged passport may not be accepted, RFID protection)

Advise Bank/Phone Carrier

- Understand costs – currency conversion fees & charges; roaming – if not using an ECU phone



Travel Considerations



Medications

Prescription / Prohibited Medications – can you take them into the country (incl. transit locations); natural supplements - don't take powders!!

Support Health Care

Consider travelling with - Buscopan, Immodium, electrolyte tablets, probiotics, small first aid kit (sanitiser, antiseptic, plaster); insect repellent, masks

Social and Mental Health & Wellbeing

Travel Anxiety / Existing issues - update line manager or seek support from services such as EAP

Climate considerations

Humidity, "extreme" temperature, pollution, altitude (health impacts, work/research, equipment)

Leisure Activities

Is it -- High Risk? Will it -- impact business activities? Is it -- insured?

International/Rural/Remote travel

Potential exposure to poverty/third world living conditions, or solitary travel, may raise issue or cause concern. Discuss concerns/risks/issues/potential triggers with Line Manager

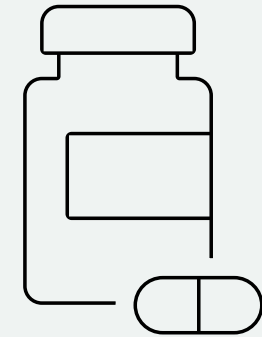
DFAT Ratings

ECU's travel insurer utilizes DFAT ratings as a guide, especially when referring to cancellation or changes to travel plans. If the DFAT rating does not "increase" and a traveller chooses to adjust their travel plans (based on safety concerns at the location), travel insurance cover may not respond to costs incurred to change travel plans



Prescription Medication

- Many countries have restrictions as to what prescription medication can be taken into the country
- Prescriptions readily available in Australia may not be able to be taken into another country
- It is **YOUR** responsibility to make sure you can take your medication(s) into country/ies
- Use [Smartraveller](#) to find out what you need to do to take medication(s) into country/ies you're visiting
- It is recommended that you speak to your GP/Treating Doctor/Specialist and obtain a letter confirming:
 - Your name
 - Condition(s)
 - What has been prescribed
 - In what dose
- Medication(s) should match details on any pharmacy-dispensed box/bottle
- Any costs associated with re-filling prescriptions whilst overseas (pre-existing conditions) is NOT covered by travel insurance





Travel Support & Risk Considerations

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Universal Travel Risks

**~Staff Code of Conduct (ECU) ;
Ambassadorship – if government
funding of travel (ECU/Aust)
applies – moderate behaviour
accordingly~**

Medical conditions, pre-existing conditions, allergies, mental health or welfare concerns **MUST** be provided to the line manager as this assists with the University duty of care to all persons travelling on behalf of ECU

Regardless of country being visited, some things are Universal:

Border

- Dual Nationals – both passports must be valid for 6+ months from RETURN date (and national service req'ts)
- Some countries do not recognise 'X' Gender Identifier (Canada, Singapore, Taiwan, UK)

Medical/Health

- Prescription Medications
- Ongoing Medical Requirements (re-fill prescriptions etc)
- Handwashing/sanitising to help prevent gastro/flu etc
- Dual Citizenship – may affect medical insurance cover if entitled to medical cover in home country

Universal Travel Risks

Personal Safety

- CC Scams, petty crimes (pick pocketing/bag snatching), drink spiking
- Packed/busy public transport – crime (including assault)
- Alcohol – complying with local laws, age
- Carry bags away from roadside
- Reduce your profile overseas (Don't carry unnecessary items: jewellery, high value equipment)

LGBTIQA+

- 'X' Identifier in passport – recognised?
- Limited rights and protections in some countries
- Conservative society – less open
- <https://clubs.ecuguild.org.au/ecuqc>
- **Map of Jurisdictions that Criminalise LGBT People | Human Dignity Trust**

Vehicles

- International Driving Permit
- Road rules differ between countries – and states!
- MC/Scooter - if not licensed in Australia, no cover applies if driving overseas (Liability, Personal Injury/Medical)
- Quad bike/ATV - adventure activities **MUST WEAR HELMETS** (no medical cover)

Personal Considerations

- Keep in regular contact with home
- Establish Communications Plan with Line Manager/Exec Dean contacts. In Country SIM - update phone number
- Avoid Large Groups
- Research Important Dates before you travel – public holidays, significant religious observances = large gatherings, restriction to access in services such as public transport

Mental Health & Wellbeing

- Awareness for yourself
- Awareness for group members
- Discuss with tour leader, support services
- ECU Support Services:
 - Staff EAP
 - The Living Room [ECU Intranet](#) | [The Living Room : Support : Student](#)

Additional Considerations

- Take a change of clothes and small toiletries in hand luggage, in case checked luggage is delayed
- Confirm safe access capabilities with accommodation if reception is not open 24/7 - personal safety after hours
- If you travel on a non-Australian passport, Australian Govt is limited in the support it can provide.
- [HDS - Global](#) - Sunflower Program (people with "hidden" disabilities)



In Country Awareness

- Review Country rating on Dept of Foreign Affairs & Trade (DFAT) - [Smartraveller](#)
 - DFAT will have links for Visa applications, Health Department (for travel with Medications), current information for travel conditions in the area
 - Funds (cash) access – do you need to carry local currency? How to access? Fees to access?
 - Must comply with local laws (follow advice and guidance of any local contact⁴), and for Aust Citizens, some Australian laws also apply overseas
 - Medications - there may be restrictions bringing in certain medications. Have Doc note to support
 - Communicable illness (Covid, Flu etc) now common – keep up hygiene practices whilst travelling
 - Insect/food borne illness – loose clothing/insect repellent
 - Water or food safety (bottled water, check restaurant/s before eating; alcohol consumption)
 - Review weather conditions – may affect travel plans, clothing/general comfort. Excessive cold can also affect electronic equipment (smart phone, tablet)
 - Avoid protests, rallies, large gatherings – pick pocketing, violence
 - Consider Public Transport safety if using it to travel at destination(s) - especially female travellers
 - Review support and legal protections for LGBTIQ+ travellers
 - Know local contact number for Emergency Services – including if using a mobile/smart phone (number can be different. **Always get police report if reporting a crime (helps support claim submissions)**)
 - Check Public Holidays, Upcoming Celebrations or Significant Events – Public/Celebration Holidays can mean limited or reduced access to public transport or banks, may extend travel times when reaching meetings or transportation (airport/rail); Celebrations or Events (Elections) may have large gatherings, protests etc
- ❖ Checked luggage – luggage delays more common. Take a change of clothes and small toiletries in carry-on luggage
 - ❖ Confirm Check-In abilities at accommodation – personal safety if checking in late/after reception hours



USA Travel Concerns



Media reflecting travel issues, in practice – limited impact to most travellers

- **Normal Safety Precautions**; travel from Australia – Visa required – even if VWP used (ESTA) - refer [DFAT](#)
- Must comply with Visa requirements (ie, not working if visa doesn't allow)
- Print off all relevant travel documents (e-tickets, ESTA, travel itinerary etc)
- Sanitise Social Media presence – any comments/criticism of current administration can cause denial of entry
- X Gender identifier not acknowledged – may not be accepted (limited impact but situation is fluid)
- Laws and entry requirements can always change, and quickly. Support is available for all travellers <https://www.boundless.com/blog/tourist-rights-entering-us/>
- Bank Details may be requested to confirm enough access to funds – less likely to work illegally
- If not travelling on Australian Passport, or if secondary citizen to another country – check to see if your passport/nationality is one of the countries restricted by US border force
- Insurance cover may be limited for any costs (for denial of entry) if you have not complied or keep up-to-date with requirements (reasonable)
- Don't talk "down" to any border security staff – following instructions and listen to any information. They are only enforcing US State Department directives
- If an insurance letter required for visa application (confirming insurance cover) - please advise ASAP

Travel Concerns – all travellers

US Border Restrictions

Strict Requirements for all travellers to utilise the correct visa – Business Visa instead of ESTA, if attending conferences or conducting business activities (**not "work"** ie, direct income resulting from actions) - attending meetings, conferences etc not considered "work" (B3 Visa)

Check travel requirements

- Compliance with border restrictions the responsibility of every individual traveller

Travel documents

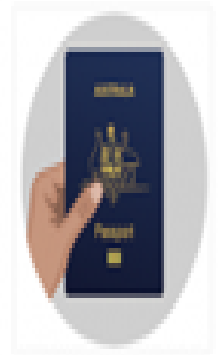
- Printed copies of documents – letter from ECU confirming cover under travel insurance can be made available

Dual Citizens

Where travellers are "dual" citizens – the non-Australian citizenship is also relevant when border entry staff are considering entry (Countries include Afghanistan, Togo, Syria, Iran etc)

Sanitize Social Media

Border entry staff are reviewing devices to checking social media (low rates – 0.001% - but can occur). If any negative/disparaging content relating to US Presidency or Administration, may be used as a reason to deny entry to the US





Travel Concerns – all travellers

Respectful Interactions

Border Entry Staff are following instructions and directives. Actions may not reflect personal beliefs – kindness and respect will help support safe egress into the US

Documentation

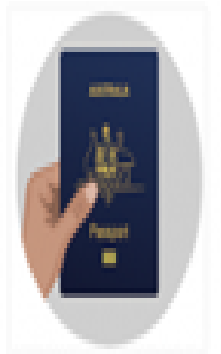
Having correct documentation and applications, and carrying printed copies, will also support safe egress

Include: Visa, Travel Itinerary, Contact Details for associates in the US (if legal support required)

Current Statistics

Information currently available shows that of the number of travellers entering into the US each day (~1m) minimal number of travellers are detained or denied entry (around 200 in March 2025)

The Port of Entry can also dictate how easily travellers can move into the country (high volume; cross section of population)



Transgender Travellers

Rescinded Order 13988

With Executive Order 13988 (*Preventing and Combating Discrimination on the Basis of Gender Identity or Sexual Orientation*) being rescinded on 20 January 2025, caused all federal agencies to review all policies which held non-discrimination protections on the basis of sex. Including Section 412 of the Immigration and Nationality Act of 1965.

What does this mean?

- Travellers now may be subjected to scrutiny of physical appearance
- Travel Documents (Passport) is now required to show "gender assigned at birth"
- Passports may not be recognised if an "X" gender identifier is used

USA – Travel Approval Considerations

Rescinded Order 13988

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- Travellers now may be subjected to scrutiny of physical appearance
- Travel Documents (Passport) is now required to show "gender assigned at birth"
- Passports may not be recognised if an "X" gender identifier is used

Currently limited issue for barring entry based on gender markers, but situation is fluid

ECU: Requirement to travel should be considered before approval – safety of, and duty of care to, all travellers is paramount.

Travel Planning – Full Risk Assessment recommended, but minimum:

- Daily Check Ins
- Safe Travel Planning – exact location(s), planned activities, accommodation (including safety and security at these location(s); transportation

Travel Concerns

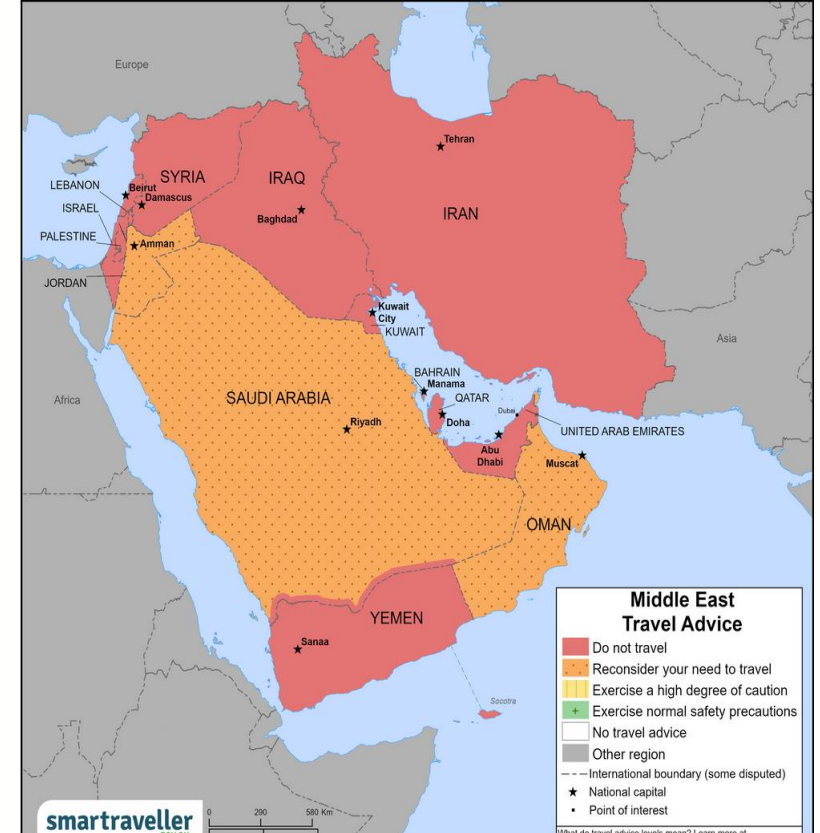


Middle East Conflict

- Travel planning – avoid transit through Middle East locations (ECU Global)
- Travel restrictions to the region (for non-transit travel)
- Allow for extended travel duration or higher travel costs
- Insurance cover for travel arranged after 1 March 2026 may not extend to cover changed travel costs (additional costs, fees or cancellation)
- Book travel with refundable tickets

Fuel Shortages

- Travel may be impacted due to fuel shortages
- Insurance has not designated a specific "known" date (as at 1 May 2026)
- Consider travel plans for access to fuel – especially to rural or remote locations



Personal Awareness – Foreign Interference



- Australian Government requires Universities to be aware of potential foreign interference situations as Education and Research activities are uniquely positioned to provide vital information and connections to foreign entities
- Students and Staff must be careful with University property (laptop, phone, documents) whilst travelling as safety and security of University (and Personal) information is paramount
- Must engage with IT (students/staff) and Finance (staff) when travelling to certain locations, to ensure information and data are secure – travel with only 'clean laptops' when overseas, even in countries who are considered 'friendly'
- Smart Phone's: Use of in-country SIM card – changing a SIM card does not mean access limited to app's or sensitive data as this can be stored on the device, not the SIM
- **Restrict or avoid use of free Wi-Fi - if you must use free Wi-Fi, ensure you disconnect when not using**
- Be aware when charging devices at **Airports AND in Hotels** – direct charger connection can allow for direct access to phones to data mine (personal) information. Charge using power bank
- Run a virus detection program before connecting any devices, when you return home
- Always check DFAT Travel Advice related to the country/ies being visited – for up-to-date information. Don't assume 'status quo' of the stability of your destination(s)
- **Actual, suspected or attempted foreign interference – could include unusual contact, pressure, requests for information or attempts to influence your work. Report any concerns to defence@ecu.edu.au**

CHECK SANCTIONED COUNTRIES [HERE](#)

Foreign Interference Risks – Aust Govt

- ❖ Foreign interference = activities that are carried out by, or on behalf of a foreign actor, that are:
 - ❖ coercive – the use of force to persuade people to do things that they are unwilling to do
 - ❖ corrupting - cause someone to act dishonestly in return for money or personal gain
 - ❖ deceptive/misleading
 - ❖ clandestine - secret because they are unlawfuland are contrary to Australia's sovereignty, values and national interests.
- ❖ Staff and students travelling overseas should be aware that they may be targeted by foreign actors through:
 - ❖ improper attempts to obtain sensitive information including research information when attending events or engaging with peers
 - ❖ attempts to recruit them to further a foreign entity's interests
 - ❖ demands or inducements to change the University's academic programs or research agenda's for the benefit of a foreign political, religious or social agenda;
 - ❖ the targeting of electronic devices to obtain access to sensitive information and connected networks

What to do.....

- ❖ Do not take your ECU device when travelling to certain High Risk countries. Request an ECU Secure Loan device from IT
- ❖ Be aware of Border Controls - For your personal safety ECU recommends that you comply with requests to provide access to your devices or data when entering or departing a country where these requests where legally given.
- ❖ Limit access to University systems and information
- ❖ Avoid using public wireless connections
- ❖ Use VPN's where possible however Avoid using VPNs in High Risk countries where the use may be illegal, banned or heavily controlled
- ❖ Be aware of your surroundings particularly when logging into, or inputting data into, your device(s)
- ❖ Don't assume hotel rooms are secure – never leave your device(s) unattended in your hotel room, even if they're in a safe
- ❖ Smart Phone's: Changing to an in-country SIM card – does not mean limited access to app's or sensitive data as this can be stored on the device, not the SIM
- ❖ Contact ECU if a device may have been compromised or has been lost or stolen (IT Service Desk) or if you have been subject to, or have queries about, foreign interference defence@ecu.edu.au



ECU Insurance Cover

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What insurance cover do you have?

Once travel has been approved via FCM, travel insurance applies automatically. Maximum trip is 180 days. 7-day leisure travel cover applies outside of approved business activity dates (not including direct transit). Use of ECU Travel Insurance does not take into consideration any FBT obligations for staff travellers, including if a claim is made against the policy. Any queries should be directed to your Tax Accountant.

Certificate of Insurance is available, but cover includes:

- ✓ Cancellation or Additional Expenses (potential restrictions if non-compliant with border requirements – visa/passport) - **\$100k** (no excess)
- ✓ Medical Expenses – **Unlimited cover** (no excess)
- ✓ Luggage/Personal Effects (covers personal property, electronic devices, travel documents) **\$10,000, \$5,000 any one item**, excess \$400
 - Covid Related costs (cancellation, medical) can be covered



Does not cover:

Certain leisure activities
Travelling against medical advice
Known circumstances

Note: If you have to cancel/change travel that has been externally funded (ie, Research Funding, Grant) you will be required to repay any unused travel arrangements to the funding body

In the event of a travel incident

If an incident, accident, near miss, hazard or any other circumstance of concern occurs, please note the following:

- In the event of an emergency, contact and seek assistance from local emergency services – remain calm and follow instructions
- Contact ECU – Line Manager, Operation Manager or Executive Dean. Have a [Communications Plan](#) (download)
- If appropriate, ECU senior staff will provide specialist support as required, based on the circumstances
- Report Incident details in Riskware – Incident/Hazard module (Riskware can be found in the quick links in the student/staff portal)



- If you need to make a claim against any ECU insurance policy - claim information, support and forms can be obtained on ECU's intranet page - <https://intranet.ecu.edu.au/staff/centres/strategic-and-governance-services/our-services/risk-and-assurance/insurance/claims>
- Any queries in relation to a claim or general insurance questions – insurance@ecu.edu.au

Traveller Support

ECU Travel Insurance Provider is Accident & Health International (AHI) - underwritten by Tokio Marine & Nichido Fire Insurance Co Ltd and their AHI Assist Services team, including On Call International (On Call) for Medical Evacuations.

As a traveller on behalf of ECU, you will have access to 24/7 support whilst travelling, as well as any pre-travel support (Security advice for travellers; Location-specific alerts; Crisis Response) as required.

All ECU Travellers will be provided with the following:

- Assistance Card – Emergency/Urgent support and contact information
- App information (where to download, App capabilities)
- Policy Numbers:
 - Students - 5616314
 - Staff - 5616311


Before you go...

Before you leave to travel overseas be sure to add AHI Assist to your contacts, download the AHI Assist card to your phone wallet, and add the AHI Assist App to your home screen.


Traveller Support

Support through AHI Assist & On Call (for medical evacs)

Download the App




GET IT ON
Google Play



Available on the
App Store

At AHI we understand the challenges and threats you can face when travelling and working abroad. We are committed to supporting you, providing you with one of the world's largest assistance networks in one easy-to-access place.

- Tap to call AHI Assist
- AHI Assist card
- DFAT travel alerts
- Exchange rates
- World Explore country information



Contact AHI Assist

Phone: +61 2 8330 1222 (Reverse Charge)

Email: help@AHIAssist.com.au

SMS: +61 428 829 755

For further information on AHI and AHI Assist, visit ahiinsurance.com.au

AHI Assist Services

- Travel**

AHI Assist logistics professionals can swiftly resolve issues like lost passports or cancelled flights.

 - ✓ Travel disruptions
 - ✓ Lost or stolen travel documents
 - ✓ Lost luggage
 - ✓ Emergency cash
 - ✓ Translators and interpreters
 - ✓ Legal assistance
 - ✓ Visa information

Telehealth

AHI Assist includes access to our telehealth service, providing access to medical professionals anywhere in the world.

 - ✓ Medical advice online consultations
 - ✓ Electronic prescriptions
 - ✓ Treatment advice
 - ✓ Medical certificates
 - ✓ Referrals
 - ✓ Medical reports
 - ✓ Diagnostic advice

Medical

A team of experienced specialist doctors, nurses, and case managers are ready to provide international-standard medical advice and assistance.

 - ✓ Emergency medical incidents
 - ✓ Medical referrals and advice
 - ✓ Cashless medical appointments
 - ✓ Patient monitoring
 - ✓ Medical evacuation and repatriation
 - ✓ Medication dispatch
 - ✓ Repatriation of mortal remains

Security

AHI Assist offers a range of security services, which encompass crisis and resilience expertise, security risk assessments, advisory services, and the execution of comprehensive security evacuations to ensure your safe return home.

 - ✓ Risk assessments
 - ✓ Security advice
 - ✓ Country intelligence
 - ✓ Location-specific alerts
 - ✓ Crisis response
 - ✓ Evacuations
 - ✓ Specialist response to kidnap, illegal detention and extortion

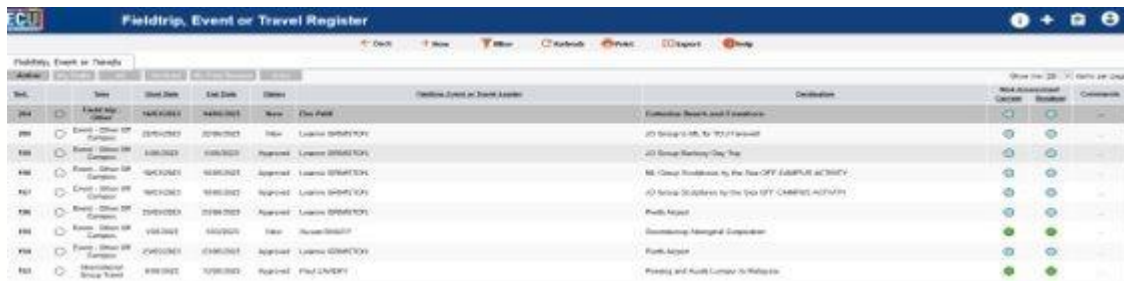


ECU Support Before you Travel

- Update your Risk Assessment – Hazard AND Fieldtrip, Event & Travel entry

Include:

- Communications strategy (in the event of any incidents, issues, near miss)
- Traveller information



ID	Type	Start Date	End Date	Status	Location	Destination
294	Travel Trip (Other)	14/03/2023	14/03/2023	New	Edith Cowan	Edith Cowan
295	Event - Other (Other)	23/03/2023	23/03/2023	Info	Location: SPH/ST/10/1	Edith Cowan
296	Event - Other (Other)	14/03/2023	14/03/2023	Approved	Location: SPH/ST/10/1	Edith Cowan
297	Event - Other (Other)	14/03/2023	14/03/2023	Approved	Location: SPH/ST/10/1	Edith Cowan
298	Event - Other (Other)	14/03/2023	14/03/2023	Approved	Location: SPH/ST/10/1	Edith Cowan
299	Event - Other (Other)	23/03/2023	23/03/2023	Approved	Location: SPH/ST/10/1	Edith Cowan
300	Event - Other (Other)	14/03/2023	14/03/2023	Info	Location: SPH/ST/10/1	Edith Cowan
301	Event - Other (Other)	23/03/2023	23/03/2023	Approved	Location: SPH/ST/10/1	Edith Cowan
302	Event - Other (Other)	14/03/2023	14/03/2023	Approved	Location: SPH/ST/10/1	Edith Cowan



- Ensure you have an **ECU Phone** for contact purposes (Speak with School/Centre Admin)
- Investigate access to an **ECU Credit Card** to cover any emergency costs (if you don't already have an ECU CC)
 - ECU CC Holders – Advise bank of upcoming travel [Service Now CC Travel Update Link](#)

Employee Travel Notification

Employee Travel Notification

* Indicates required

* Are you submitting this request on behalf of another ECU employee?

* Last 4 digits of Credit Card

Itinerary

Actions	Country of Travel	Date of Travel From	Date of Travel To
No data to display			

Intranet Information

ECU Travel Risk Intranet Site

<http://intranet.ecu.edu.au/staff/centres/strategic-and-governance-services/our-services/risk-and-assurance/risk-management/travel-risk-management>

STRATEGIC AND GOVERNANCE SERVICES

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 - Business Continuity
 - Insurance
 - Risk Management**
 - Integrated Risk Management Framework
 - ECU Strategic Risk Register
 - Travel Risk Management**
 - Tools and templates
- Strategy and Performance
- University Governance
- Contact

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Travel Risk Management

Decisions to travel, study, or conduct research overseas should be made with an understanding of the world situation at the time of your travel. Prior to finalising any overseas travel, course of study, research arrangement or other university-related travel, it is important to plan for and to be aware of health, safety, and security concerns in the region(s) you will visit.

The information provided on this website outlines the risk management requirements for university travel, and applies to all staff, students and others who travel under the University's authority. As an ECU traveler, it is your responsibility to comply with ECU's Travel Policy and Procedures, read the travel advice provided by the Department of Foreign Affairs and Trade (DFAT) and monitor any changes to their travel advice.

- [Travel Risk Management](#)
- [Travel Health and Wellness](#)
- [International Travel](#)
- [Travelling with Mobile Devices](#)
- [Travel Emergencies](#)

Contacts

If you need information regarding ECU's Travel Policy and/or travel booking arrangements, contact ECU's Travel Administrators, email travelrequests@ecu.edu.au

For advice regarding Travel Risk Management, International Safety and Security, and Emergency Response Planning, email riskmanagement@ecu.edu.au

If you are taking high value university equipment overseas, or travelling for ECU related business, or studying for a period greater than six months, email insurance@ecu.edu.au

For advice and support about maintaining good health, safety and wellness while travelling, email osh@ecu.edu.au

See Also

- [ECU Travel](#)
- [ECU Work health, safety and wellness](#)

Travel Queries

Any Insurance Queries

- Enterprise Risk – Strategic and Governance Services Centre
- Email: insurance@ecu.edu.au
- Carah Hutchinson – 6304 2824 (except Friday)

ECU [Insurance intranet page](#)



Thank You

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